**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Problem-solving Methodology, pgs, 60-80

**Problem-solving Methodology: 4 Stages**

**Analyse**

**Design**

**Development**

**Evaluate**

**Case Study:**

**Indigenous Language Trust, (ILT)**

Using the case study, ILT complete the following:

**Analysis of the problem**

This stage involves the following three steps:

1. **Determining the solution requirements**
2. What needs to be established?

* What information needs to be communicated between the ILT offices?

1. How is the problem best defined?

The problem is best defined as ineffective communication between the different ILT offices in the capital cities.

1. The aim of problem analysis is to ensure that the problem is clear enough to effectively analyse it and efficiently solve it. Define these two terms, efficiency and effectiveness.

Effectiveness: accuracy, quality, relevancy and timeliness

Efficiency: time, cost and effort

1. What type of organisation is the ILT?

The ILT is a non-profit organisation.

1. In your own words, define the problem for ILT.

The problem for ILT is that they are unable to communicate effectively between offices and this is causing problems because they’re trying to work cooperatively.

1. Identifying data and information needed for the solution, p 62;
   1. Need to identify where data is coming from for online community – inside or outside

The data is coming from outside of the online community.

* 1. In the ILT case study what is the information needed for the solution?
* Contacts
* Policy documents
* Documentation regarding local indigenous history
* Information regarding national cultural heritage

1. Identifying the functions needed for the online community solution, p 63

The functions needed for online communities can be separated into 2 distinct categories,

* 1. how the solution functions and
* ability to exchange information
* ability to broadcast information
* ability to share knowledge
  1. attributes of the solution. List the characteristics of each of these.
* Ease of use
* User friendliness
* Reliability
* Portability
* Robustness
* Ability to be maintained

1. What are the functions of the ILT website solution?

* Broadcast information
* Exchange information
* Encourage community groups to exchange information
* To store documents

1. **Identify the constraints on the solution, p 64**
   1. List the technical and non-technical constraints.

Technical

* + Cost of the solution
  + Speed or time that it takes to access or exchange information
  + How secure the solution needs to be
  + The number of people accessing the website at the same time

Non-technical

* + Privacy issues
  + Copyright issues
  + Cultural, gender and age constraints
  1. What are the constraints on the ILT solution?
  + How many people work in each office
  + Strict rules around using images of deceased aboriginals

1. **Determine the scope of the solution, p 66**
   1. What needs to be considered in the scope of the solution?
   * Efficiency
   * Effectiveness
   1. In the ILT case study list the benefits or the scope of the solution in terms of
      1. Efficiency and
      * Time
      * Cost
      * Effort
      1. Effectiveness
      * Quality
      * Relevancy and timeliness
      * Completeness